Registration, Cancellation, and Refund Policy

**Purpose**:

To outline the event registration process, options when the chapter needs to cancel a scheduled event, and how to initiate a refund after registering for an Institute of Internal Auditors Northern Virginia Chapter event (e.g., monthly meeting, training, networking social).

**Policy**:

Registration:

Payments should be made in full by the date indicated on the event registration page. We are unable to accommodate "pay at the door" or payment by checks or cash.

Cancellation:

In the event of inclement weather, low attendance and/or other circumstances which would make the event non-viable, the chapter may need to cancel a scheduled event. The registration fees will be applied to the rescheduled event or refunded to the member based on the member’s preference. Refunds will be issued to the credit card used during registration within ten business days.

Refund:

Full refunds are available when requested five business days prior to the event. No refunds will be made for “No Shows”. A “No Show” is a person who registers for an event, but who does not cancel within five business days and does not attend the event. A “No Show” may elect to transfer their registration to another person prior to the event. Refunds can be initiated only by sending an email to the event’s Point of Contact listed on the event registration page. Refunds will be issued to the credit card used during registration within ten business days.